









A PUBLIC TRANSPORTATION ODYSSEY LEARNING ABOUT OUR CUSTOMERS

Regional Transit Summit Envisioning Regional Transit's Future

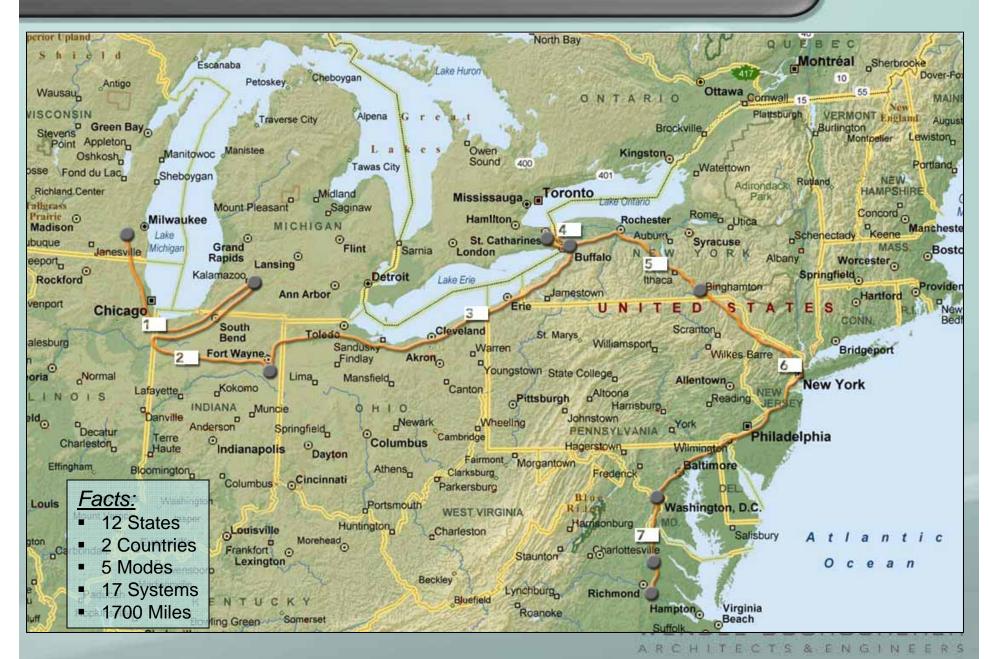
Innovative Performance in Transit - A Business Approach
Presented by: David Duchscherer, PE



In an effort to learn more about the users of our public transportation systems, seven people independently traveled segments of a trip through twelve states.

Our goal was to learn more about public transportation, bus, rail and facilities from a user's perspective. Ease of access, convenience, luggage, security, schedules, and environment are all aspects of the "odyssey" that were observed.

ODYSSEY















- Own Arrangements
- Journal / Handoff
- Meet / Greet
- Chair
- Sitting
- Photo Documentation
- Write-up



Kalamazoo Transportation Center



THE ODYSSEY



LEG I: RACINE, WI - KALAMAZOO, MI



LEG II: KALAMAZOO, MI - FORT WAYNE, IN



LEG III: FORT WAYNE, IN - BUFFALO, NY



<u>LEG IV:</u> BUFFALO, NY – NIAGARA FALLS, NY & ON – BUFFALO, NY







WENDEL DUCHSCHERER
ARCHITECTS & ENGINEERS











BORDER CROSSING ISSUES

Trip Summary

Train

- 70 minutes toTravel 5 minutes
- On-Board
- Sweep
- Individual Interview

Bus

- Two Step
- Personnel Review
- Baggage
- 20 minutes



Niagara Falls Transportation Center





WENDEL DUCHSCHERER ARCHITECTS & ENGINEERS

THE ODYSSEY



LEG V: BUFFALO, NY - BINGHAMTON, NY



LEG VI: BINGHAMTON, NY - WASHINGTON, DC



<u>LEG VII:</u> WASHINGTON, DC – FREDRICKSBURG, VA - PETERSBURG, VA



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SECURITY – NEW YORK CITY

- Rolling Cart
- Each Person
- Impersonal
- Wanded
- Room
- Questionable



Fredericksburg Regional Transit Station

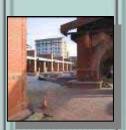


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- 12 States
- 2 Countries
- 5 Ground Transportation Modes (6 planned)
- 17 Systems
- 1700 Miles

WENDEL DUCHSCHERER ARCHITECTS & ENGINEERS











LEARNING - OPERATIONAL

- City-wide Signage
- Clear P/A
- Wayfinding / Schedules
- Baggage handling
- Rules
- Bus Operators Role
- Hours of operation
- Information links
- Connections



Racine Metro Transit Center















- Lighting
- Convenient Parking
- Comfortable Seats
- Space for Security Screening
- Front-door
- Designate Pick-up/Drop-off
- Designate Smoking Area
- City Recognition
- Car rental / information
- Links



Petersburg Multi-Modal Transit Center















- Changed Perspective
- Point of View
- Real World Knowledge



Metro West *Transit Oriented Development*





MEET THE AUTHORS

David Duchscherer, is a professional engineer, and is principal and director of public transportation

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